GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

PR&RD Department- Establishment of Village Secretariat System in the State –General - Job Chart of Village Functionaries – Job Chart of Panchayat Secretary Grade- VI (Digital Assistant) - Orders-Issued.

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PANCHAYAT RAJ & RURAL DEVELOPMENT (MDL-I) DEPARTMENT

G.O.Ms.No.3 **Dated:25.01.2023**

Read the following : -

Ref 1	G.O.Ms.No. 150, PR&RD (MDL-I) Dept., Dated: 30-09-2019
Ref 2	Letter from Spl C.S. GSWS Department., Dated: 15-12-2022

ORDER:-

Whereas the Government of Andhra Pradesh has introduced the concept of NAVARATNALU as the core theme of governance in order to revamp the delivery systems of Government services with an aim to improve the living standards of the people. To achieve this objective in the Village Secretariat system, Government has taken up various Welfare Schemes, Services and Development programmes on an unprecedented scale. The Village & Ward Secretariats are the focal points that translate the Global Sustainable Development Goals (SDGs) into local actionable tasks at the grass-root level and Government has provided a framework towards the objective of achieving Sustainable Development Goals (SDGs). In the given context, it has become imperative that the Job charts are appropriately revised and the activities performed by the Village Secretariat functionary should be monitored on real time basis by the inspecting/ supervisory officers who will review their activities regularly and evaluate their performance periodically. In light of these circumstances, the additional Job chart, Key Performance Indicators (KPIs) and Evaluation Format by Mandal Supervisory Officers (MPDO) in case of Panchayat Secretary Grade VI (Digital Assistant) are herewith provided .

Section - I

Job chart of Panchayat Secretary Gr-VI (Digital Assistant) specifically includes all the following functions in addition to the Job Chart issued vide GO Ms No 150, PR&RD (MDL-I) Dept, Dt:30.09.2019.

1. He/She shall serve as the Nodal Officer for all IT-related activities, digitization related to E-Services etc of the Village Secretariat.

2. He/She shall be in-charge of E-Services under the all the GSWS web portals like AP Seva, Aadhaar Services, and CSC Services E-Shram and PM Disha Etc.

3. He/She shall be responsible to collect service charges and remit the amount at GSWS designated account on daily basis.

4. He/She shall be responsible for handling Spandana grievances from citizens regarding line department services which are not handled by the other functional assistants in the village Secretariat.

5. He/She shall be in-charge of receipt of applications from citizens, Thappals, and cash/cheque/DD, Delivery of service/documents benefits to the beneficiaries.

6. He/She shall act as Operations & Maintenance Manager for all the IT hardware devices, Software and internet connectivity, mobile apps, tabs, computer systems at the village secretariat.

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Section – II

Key Performance Indicators (KPIs)

1. Attendance.
2. Proper Maintenance of Registers.
3. Knowledge on Job Chart & Commitment towards the work.
4. Address the citizens in Decent Manner.
5. Personal Attire (Uniform, Badge, ID Cards etc).
6. Full Additional Charges (FAC) to any other Secretariat Post
7. Spandana Grievances related to Secretariat Services
8. AP Seva & Aadhaar Service Delivery
9. Amount Collected through Services and Remitted in Bank.
10. Proper maintenance of Hardware/Software and troubleshooting mobile apps and MIS.

Section – III

SNo	Designation of Functionary	Mandal Supervisory Officer
1	Panchayat Secretary Grade – VI (Digital Assistant)	Mandal Parishad Development Officer (MPDO)

The Mandal Parishad Development Officer (MPDO) shall visit Village Secretariats periodically to monitor the Performance of Panchayat Secretary Grade – VI (Digital Assistant) on the above-mentioned Key Performance Indicators (KPIs).

Section – IV

S. NO	Key performance Indicator (KPI)	Formula	Weightage Score
General Administration – Parameters			
1	**Attendance**	(No of Days attendance marked (3 times a Day) / Total working days)*100 If Attendance Range: >98 Score 10 > 85 to 95 Score 8 >=50 to 75 Score 6 < 50 Score 0	**10**
2	**Proper Maintenance of Registers.**	Whether all the registers related to service delivery are maintained and updated regularly. (If Yes Score 10, If No Score 0)	**10**
3	**Knowledge on Job Chart & Commitment towards the work**	Must have expertise on his/her roles & responsibilities. Aware and performing well, Score 5 Lack of knowledge/Non Commitment towards the work, Score 0)	**05**
		Finishing work/assignments within the given time frame. If Done on given time frame, Score 5 If No, Score 0	**05**
4	**Address the citizens in Decent Manner.**	Evaluate the behavioural skills with citizens, Check for any negative feedback/instances with citizens. (Randomly Selected households from Nearest Secretariat). Also Get the feedback on his/her work style, decency and decorum while addressing the Citizens issues/problems. (If there is no complaints on his/her work	**05**

		style/Maintains Good behaviour with citizens in Decent Manner.) Score 5 (If any complaints received on his/her work style & inappropriate behaviour with the Citizens.) Score 0	
5	**Personal Attire (Uniform, Badge, ID Cards etc)**	If yes (Check for dress code with uniform, badge & ID card while they are wearing on daily basis.) Score 5 If No (Uniform, ID & Badge provided but Not Wearing) Score 0	**05**
6	**Full Additional Charges (FAC) to any other Secretariat Post**	Discharging duties entrusted by higher authorities by holding FAC to any other Secretariat Post. (If Yes Score 3) (If No Score 0)	**03**
7	**Spandana Grievances related to Secretariat Services**	No. Spandana Grievances resolved/Total No. of Spandana Grievances Registered*100 Range: >90 Score 07 >75 to 90 Score 05 >=50 to 65 Score 03 <50 Score 0	**07**
Functional Administration - Parameters			
8	**AP Seva & Aadhaar Service Delivery**	A) (No. of Service Requests registered in the month/ Total No. of Households in the Secretariat)*100 Range: >95 Score 20 >75 to 90 Score 10 >=50 to 75 Score 05 <50 Score 0	**20**
9	**Amount Collected through Services and Remitted in Bank**	Pending Amount to be remitted in the Bank Range <1000 Score 10 <1000 to 10000 Score 5 > 10000 Score 0	**10**
10	**Proper maintenance of Hardwar/Software and troubleshooting mobile apps and MIS**	1. Regular Testing of IT Hardware Equipment (Computers, Inverters, FP Scanners, IRIS, Office Issued Mobile Devises, Internet Connection Etc). If Maintains the IT Hardware Properly Score 05, If No Score 0	**05**
		2. Regular troubleshooting of Softwares. If Maintains the troubleshooting of Softwares properly. Score 05, If No Score 0	**05**
		3. Software licenses expiry checking renewal etc., If He/she Maintains properly Score 05, If No Score 0	**05**
		4. MIS (Secretariat Profiles & Telecom Information & Reports, Software Logins, and Maintenance). If Maintains MIS properly Score 05, If No Score 0	**05**

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The Performance is graded as follows.

Performance Grade	Score
Excellent	>90 Marks
Good	>75 to 90 Marks
Fair	>=50 to 75 Marks
Poor	<50 Marks

The Performance report of Panchayat Secretaries Grade – VI (Digital Assistants) shall be given monthly as per the Scores on Key Performance Indicators (KPIs) mentioned above.

2. The Commissioner of Panchayat Raj and Rural Development, Tadepalli, Guntur District shall take necessary further action accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

GOPAL KRISHNA DWIVEDI
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Commissioner of Panchayat Raj & Rural Development, A.P, Tadepalli, Guntur District.
The Department of Gram Volunteers / Ward Volunteers & Village Secretariats / Ward Secretariats, A.P. Secretariat, Velagapudi.
All the District Collectors.
All the Chief Executive Ofcers, Zilla Parishads.
All the District Panchayat Ofcers.
All the Mandal Parishad Development Ofcers sMPDOsO.
Copy to:
The Principal Secretary to Hon'ble Chief Minister.
The O.S.D. Chief Secretary to Govt., A.P. Secretariat, Velagapudi.
P.S. to Minister for Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
P.S. to Principal Secretary to Government, Panchayat Raj & Rural Development, A.P. Secretariat, Velagapudi.
SF/SC

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SECTION OFFICER